

MINNESOTA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2003

Total Number of Fraud and Identity Theft Complaints from Minnesota Consumers = 6,746



Fraud Complaints from Minnesota Consumers = 4,229

Top Fraud Complaint Categories for Minnesota Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	1,127	27%
2	Shop-at-Home/Catalog Sales	629	15%
3	Internet Services and Computer Complaints	441	10%
4	Prizes/Sweepstakes and Lotteries	393	9%
5	Foreign Money Offers	278	7%

¹Percentages are based on the total number of fraud complaints from Minnesota consumers (4,229).

Amount Paid Reported by Minnesota Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
4,229	\$4,451,659	3,293	78%	\$1,352

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Minnesota consumers (3,293). One consumer reported an amount paid of over \$1 million.

Top Minnesota Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
St. Paul	404
Minneapolis	395
Brooklyn Park	113
Rochester	107
Duluth	78



Identity Theft Complaints from Minnesota Victims = 2,517

Identity Theft Types Reported by Minnesota Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	862	34%
2	Bank Fraud ²	662	26%
3	Phone or Utilities Fraud	451	18%
4	Employment-Related Fraud	192	8%
5	Government Documents or Benefits Fraud	139	6%
6	Loan Fraud	110	4%
	Other	414	16%
	Attempted Identity Theft	231	9%

¹Percentages are based on the 2,517 victims reporting from Minnesota. Percentages add to more than 100 because approximately 19% of victims from Minnesota reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Minnesota Identity Theft Victim Locations

Victim City	No. of Victims
Minneapolis	343
St. Paul	266
Eagan	50
Bloomington	47
Coon Rapids	44